

**FMCS****FEDERAL MEDIATION &  
CONCILIATION SERVICE**

## SPEAKER'S BIO



### **ROSA M TISCARENO**

**COMMISSIONER  
FEDERAL MEDIATION AND CONCILIATION SERVICE**

Rosa Tiscareno has been a mediator with the Federal Mediation & Conciliation Service for approximately 12 years. Rosa's primary role as a Commissioner involves mediation services, facilitation, and training with the private, public, and federal sector. She currently provides service to the Chicagoland area and surrounding suburbs in Illinois.

Rosa frequently trains party advocates on how to successfully resolve disputes, engage in effective decision-making and build high performance organizations. Her sustained superior performance has resulted in many FMCS spot and quality/performance awards in recognition of her work including the 2017 FMCS Director's Award, the Agency's highest honor.

In the past several years Rosa has been a part of an FMCS international team that has provided a wide array of services in the following countries; Taipei, Taiwan (2011); Dhaka, Bangladesh (2014); Bangkok, Thailand (2018), and most recently Bogota, Colombia (2019).

Recently, Rosa has been working on a large number of private and federal sector work cases, specifically in the area of training parties on different approaches to recognize and promote cultural diversity and resolving conflict in the area of intercultural competency, with the aim of reducing conflict and improving relationships in the workplace.

Prior to joining the Agency, Rosa received her Bachelor of Arts from Knox College in Galesburg, IL. Rosa worked as a representative for the United Food and Commercial Workers Union Local 1546 as well as the Service Employees International Union Local 1.